



## Onboarding components

Component	Who is responsible for providing?
<p><b>Programme overview pack – indicative content:</b></p> <ul style="list-style-type: none"> <li>• Welcome to, and overview of, the COVID-19 vaccination programme</li> <li>• Messaging for encouraging uptake / reassuring citizens / protecting the reputation of immunisation</li> <li>• NHS values and behaviours</li> <li>• Overview of the delivery models and their purpose</li> <li>• Descriptions of the roles within the delivery models</li> <li>• Visual walkthrough of citizen journeys through the delivery models</li> <li>• Welfare and wellbeing support available</li> <li>• FAQs</li> <li>• Day 1 checklist</li> </ul>	<p>An overview pack will be developed at a national level which can then be tailored at a local/regional level</p>
<p><b>Local onboarding – suggested content*:</b></p> <p>Pre-arrival:</p> <ul style="list-style-type: none"> <li>• IDs</li> <li>• IT system log-ins (<i>where appropriate</i>)</li> <li>• Digital access e.g. system access, record keeping and incident recording (<i>where appropriate</i>)</li> <li>• Description of individual’s specific role and how all roles within the model inter-relate</li> <li>• Standing Operating Procedures including:                             <ul style="list-style-type: none"> <li>- Reporting for duty / shift procedure</li> <li>- Breaks and refreshments arrangements</li> <li>- Incident reporting process</li> <li>- Speaking up / escalation processes</li> </ul> </li> </ul> <p>On-site:</p> <ul style="list-style-type: none"> <li>• Site-specific H&amp;S and fire safety</li> <li>• Site-specific PPE requirements</li> <li>• IT system training/familiarisation (<i>where appropriate</i>)</li> <li>• Equipment familiarisation including emergency equipment (<i>where appropriate</i>)</li> <li>• Site-specific tour and patient/citizen pathway walkthrough</li> <li>• Self-assessment checklist to complete before starting</li> </ul>	<p>Local providers of the delivery model</p>

\*This is a suggested list of items to cover. Local systems may modify or add to this list as appropriate to the delivery site.